GlobalMed®

EasyShare Version 2.0
User Manual

GlobalMed®

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About GlobalMed

Scottsdale, Arizona-based GlobalMed designs, manufactures, and markets telemedicine solutions and medical image automation systems that provide superior image quality, unmatched versatility, and unsurpassed simplicity for the healthcare industry. GlobalMed's camera, image management, store-and-forward, video conferencing, and video-streaming technologies enable leading multiple specialists and other caregivers to be more effective in providing patient care, and more productive and efficient in managing patient information. Products include the TotalExam™ Camera, the most versatile and easy-to-use exam camera on the market; CapSure® store-and-forward imaging and image management software with DICOM output, which provides automated workflow capabilities for seamless integration into a provider's network, and fully integrated mobile video cart systems for primary care applications.

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Technical Support
GlobalMed Help Desk: www.globalmed.com/helpdesk
Toll Free: 1.800.886.3692
International: 480.922.0044 Option #2

Dear Valued Customer,

GlobalMed sincerely appreciates your investment and the opportunity to service your telemedicine needs. We are committed to providing the very best products and support in the telemedicine industry.

Your feedback is important to our continued success and we welcome your suggestions, comments and concerns. If you have an inquiry for Sales, Customer Service or Technical Support, please contact your reseller directly. You may also reach GlobalMed directly at +1.800.886.3692 or via email at telemed@globalmed.com. GlobalMed offices are open Monday through Friday, 8am-5pm MST. We look forward to our continued partnership for years to come. Thank you for your business.

Sincerely,

Joel E. Barthelemy
Managing Director

About EasyShare®

EasyShare®, GlobalMed's video conferencing and collaboration solution, saves easily on quantifiable travel costs, removes physical boundaries, and boosts productivity. EasyShare features highly encrypted software, is enterprise friendly, and uses managed peer-to-peer architecture and low bandwidth. The software allows for one-click web calling between one or more parties and instant application-sharing through drag-and-drop file transfer. This is important in ensuring that critical documents are viewed in a timely manner. Through EasyShare technology, visual collaboration is more successful and effective than ever before, achieving a new level of "connectedness" between remotely located participants.

System Requirements and Installation Instructions

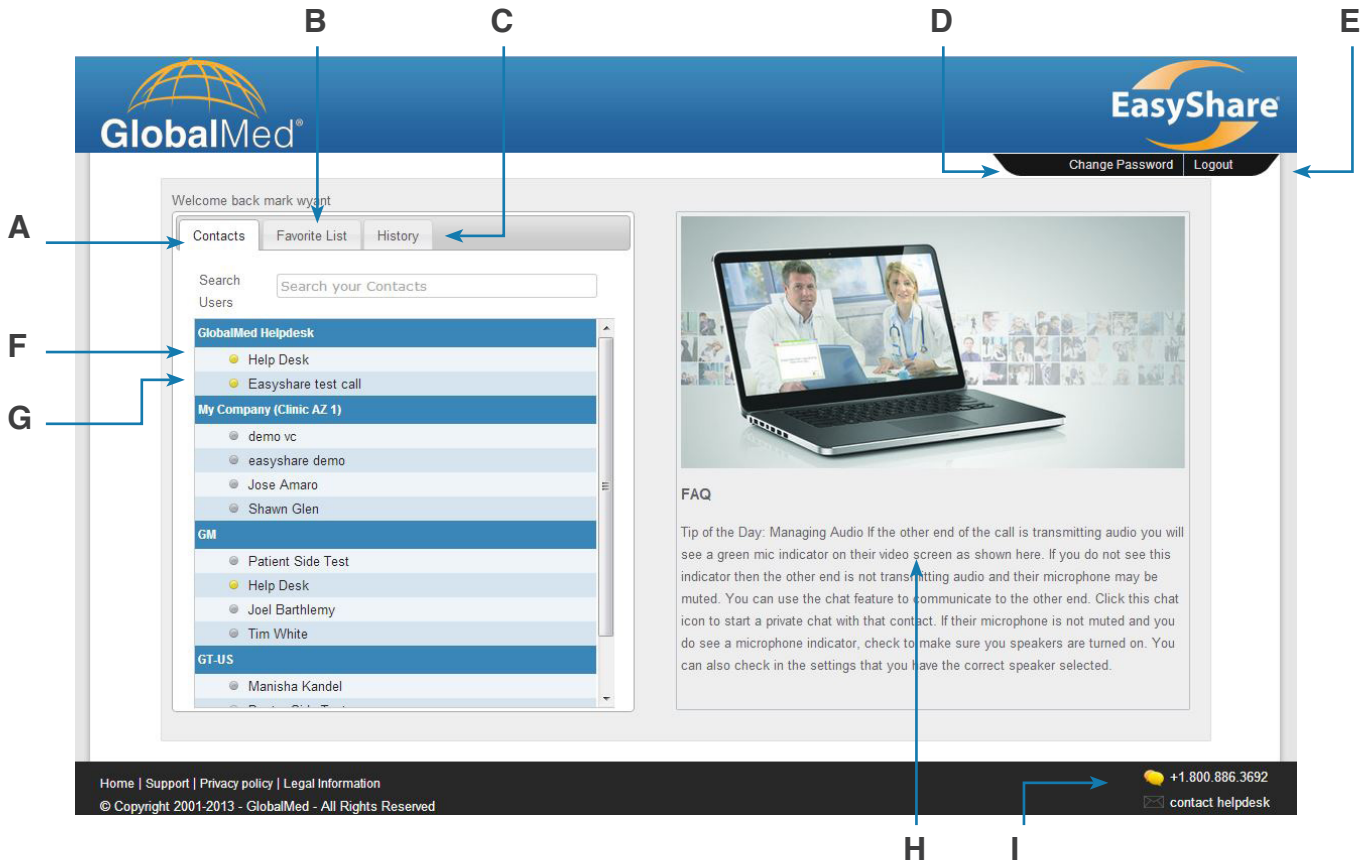
1) Uninstall any previous EasyShare versions or clients

2) Check System Compatibility:
   - Internet Connectivity
   - Windows XP and later
   - Internet Explorer 8, 9, 10
   - Mozilla Firefox

3) Using one of the web browsers listed above navigate to www.easysharevc.com/easyshare.exe.
   This will launch the installer, when prompted click RUN.

4) Using one of the web browsers listed above navigate to www.easysharevc.com.

QuickStart


A
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GlobalMed
EasyShare
Change Password
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Search Users
Search your Contacts
GlobalMed Helpdesk
Help Desk
Easyshare test call
My Company (Clinic AZ 1)
demo vc
easyshare demo
Jose Amaro
Shawn Glen
GM
Patient Side Test
Help Desk
Joel Barthlemy
Tim White
GT-US
Manisha Kandel
FAQ
Tip of the Day: Managing Audio If the other end of the call is transmitting audio you will see a green mic indicator on their video screen as shown here. If you do not see this indicator then the other end is not transmitting audio and their microphone may be muted. You can use the chat feature to communicate to the other end. Click this chat icon to start a private chat with that contact. If their microphone is not muted and you do see a microphone indicator, check to make sure you speakers are turned on. You can also check in the settings that you have the correct speaker selected.
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contact helpdesk

A. **Contacts List:** Shows all of your contacts organized by groups. Right click on a contact and select **Call** to start a video call with that contact.

Contact is Available Contact is Idle Contact is Busy Contact is Offline

B. **Favorite List:** To add a contact to the Favorite List, right click on the contact and select **Add Contact to Favorites.**

C. **History:** Shows the resent call history.

D. **Change Password:** Click here to change your password. You will need your current password.

E. **Logout:** Click here to logout of EasyShare

F. **Help Desk:** Right click and select **Call**, to start a video call with EasyShare help desk for support issues, during business hours, Monday through Friday, 8am-5pm MST.

G. **EasyShare Test Call:** Right click and select **Call** to start a video test call. It is advised to do this initially to select audio and visual options and assure the correct options are selected.

H. **FAQ:** Frequently Asked Questions

I. **Support:** Contact information for EasyShare support.

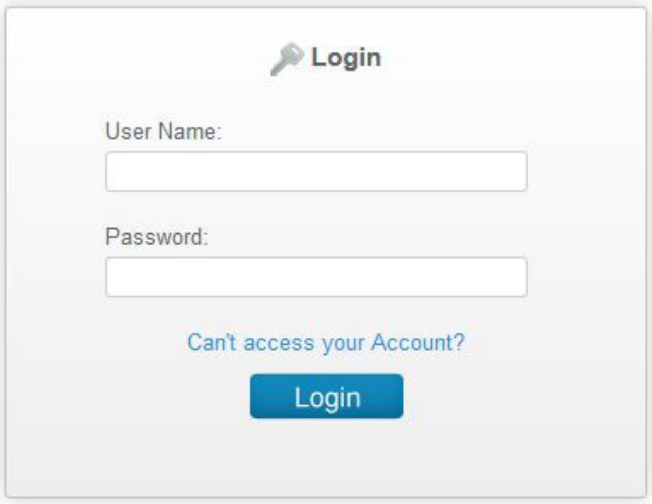
How to Use EasyShare

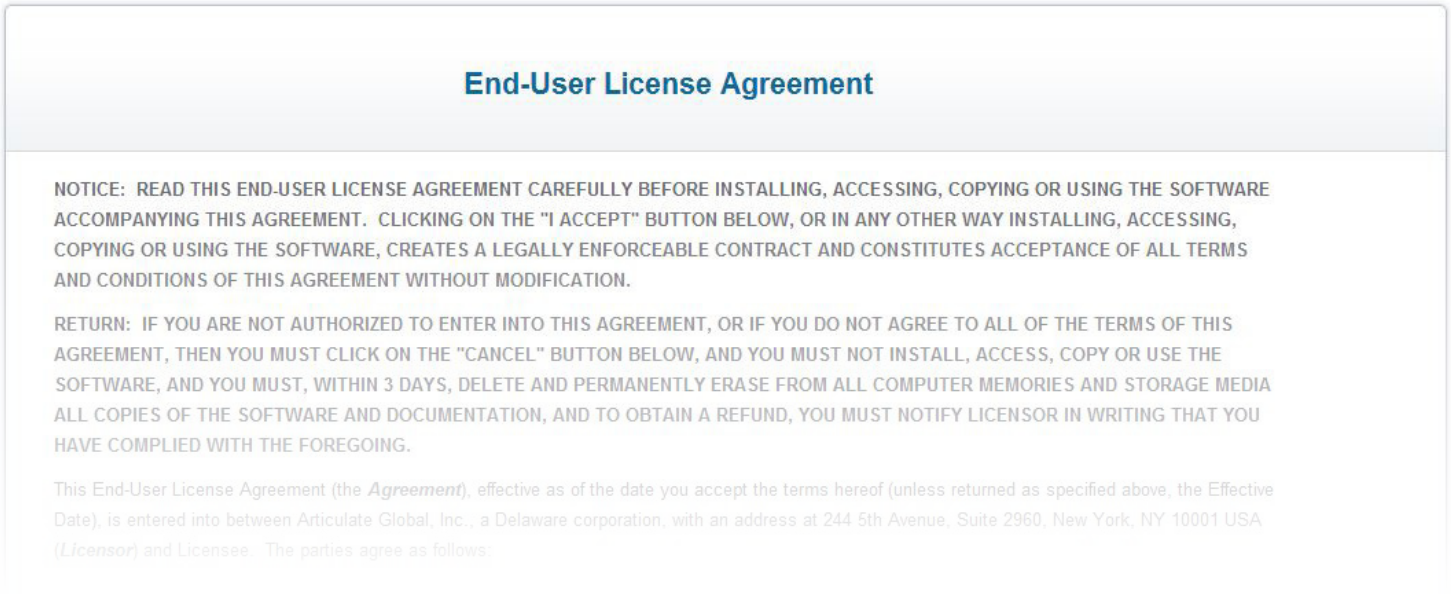
To access EasyShare, direct your web browser to www.easysharevc.com.

Enter in your user name and password and click Login. You will be directed to the main dashboard for EasyShare.

Note: Refer to Quick Start for overview on the EasyShare main dashboard.

The first time you log in you will be prompted to agree to the End-User License Agreement.




End-User License Agreement
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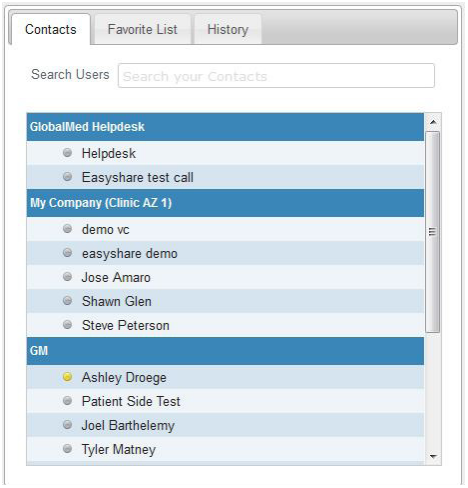
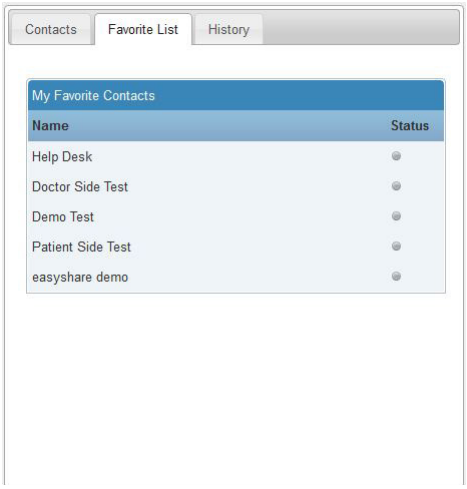
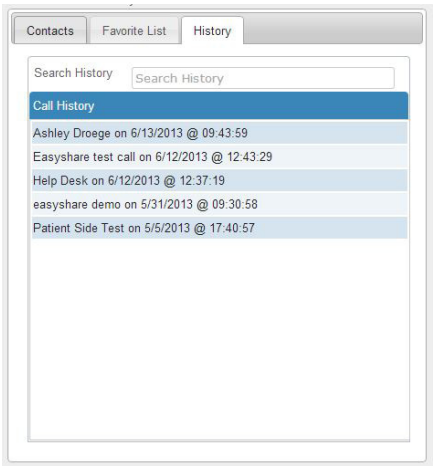
RETURN: IF YOU ARE NOT AUTHORIZED TO ENTER INTO THIS AGREEMENT, OR IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, THEN YOU MUST CLICK ON THE "CANCEL" BUTTON BELOW, AND YOU MUST NOT INSTALL, ACCESS, COPY OR USE THE SOFTWARE, AND YOU MUST, WITHIN 3 DAYS, DELETE AND PERMANENTLY ERASE FROM ALL COMPUTER MEMORIES AND STORAGE MEDIA ALL COPIES OF THE SOFTWARE AND DOCUMENTATION, AND TO OBTAIN A REFUND, YOU MUST NOTIFY LICENSOR IN WRITING THAT YOU HAVE COMPLIED WITH THE FOREGOING.
This End-User License Agreement (the Agreement), effective as of the date you accept the terms hereof (unless returned as specified above, the Effective Date), is entered into between Articulate Global, Inc., a Delaware corporation, with an address at 244 5th Avenue, Suite 2960, New York, NY 10001 USA (Licensor) and Licensee. The parties agree as follows:

Contacts List and Favorite List







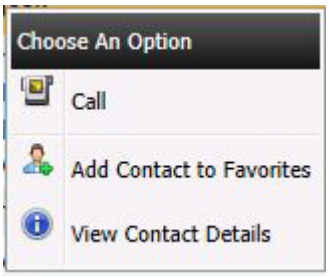
The contacts tab will show all of your contacts. Contacts are arranged by the institution to which they belong. Users can save contacts as favorites for convenience. To save a contact as a favorite, right click on the contact in the contacts tab and select **Add Contact to Favorites**. You can also look up contact details by right clicking on the contact and selecting **View Contact Details.** The contact details can show alternative contact information: First Name, Last Name, Email, Phone Number, and Company Name. The History tab shows your most recent call history.

Contact Status

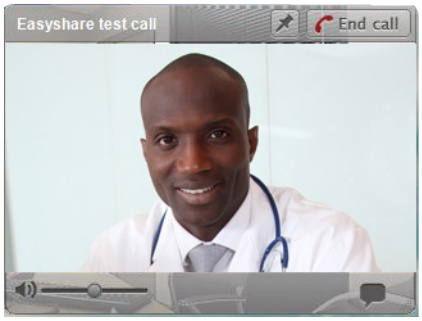
- Green: Indicates the contact is online and not currently in a call.
- Yellow: Indicates the contact is online but currently idle.
- Red: Indicates that the contact is online but currently busy in a call.
- Grey: Indicates the contact is currently not online.

Making a Call

To make a call, right click on the contacts name and select **Call.**



This will now launch two video windows, one for your video and the other for your contacts video source.



In Call Control Buttons

Microphone Mute: Press this icon to mute your microphone.

Camera Mute: Press this icon to hide your video source.

Arrange Video Windows: Press this icon to arrange the video windows.

- **Ctrl + Up:** Tile Along Top
- **Ctrl + Left:** Tile Along Left
- **Ctrl + Right:** Tile Along Right
- **Ctrl + Down:** Tile Along Bottom
- **Ctrl++:** Increase Size
- **Ctrl+-:** Decrease Size
- **Ctrl + S:** Save Window Layout
- **Ctrl + M:** Apply Window Layout
- **Ctrl + 0:** Clear All Layout

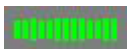
Always on Top: Press this icon to pin video window to always be on top of other windows.

Close Window: Press this icon to close the video window.

Volume: Use this slide button to adjust the volume

Chat: Press this button to open a chat window within the video call. This can be a helpful way to communicate if either end of the call is experiencing issues with their microphone or speaker.

End Call: Press this button to end the video call.

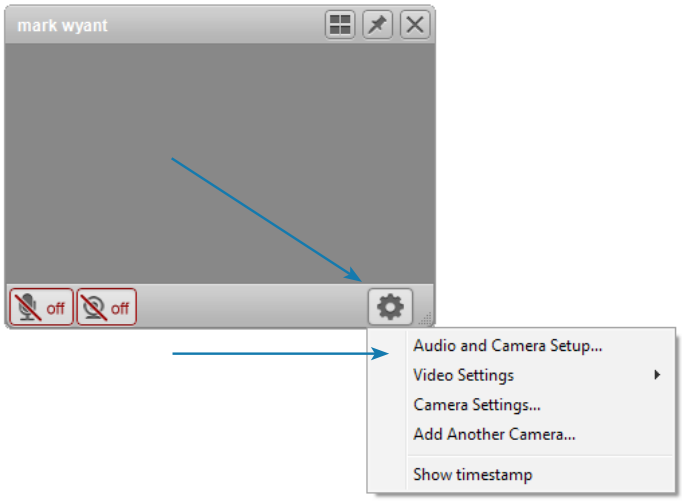


Microphone Activity Meter: This shows sound activity from the microphone. If the microphone is muted you will not see this.

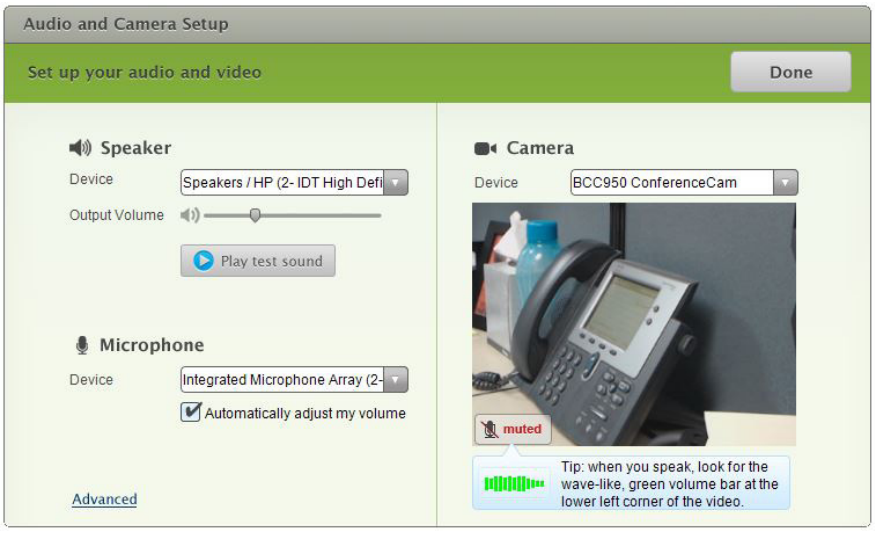
Connectivity Meter: This shows the connectivity strength of the call. This will be shown in your video screen as well as the far end video screen. The meter will show the signal strength of both ends of the call.

Setting Up Your Audio and Video

To set up and or change your audio and video settings you must first be in a call. Utilize the EasyShare Test call contact to set up your audio and video settings. Right click on EasyShare Test call, and select **Call**. Once in a video call click on the settings button on your video screen.



Click **Audio and Camera Setup.** This will launch the audio and video screen to select your camera source, microphone source and speaker source. You can play a test sound for your speakers to ensure you have the correct speaker selected. There is a microphone indicator to show if the microphone is receiving audio input. When you select a video source you will see it on this screen, so you can be sure you have the correct video selected. When finished select **Done**.

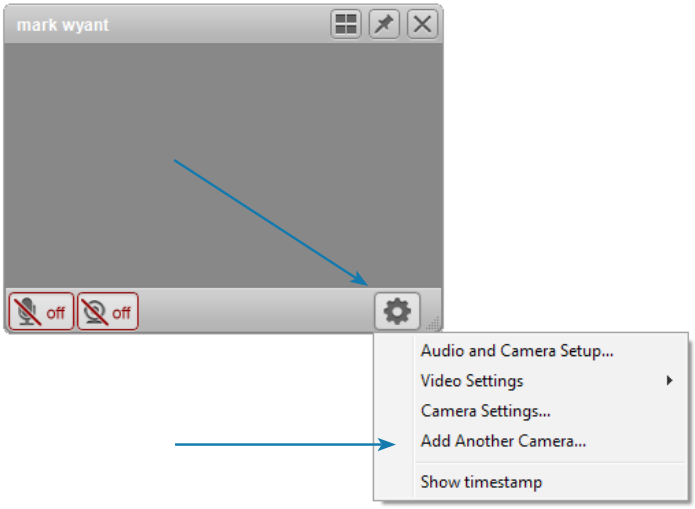


Note: The default video resolution is 320x240 at 15 FPS. EasyShare supports resolution up to 720p and frame rates up to 30 FPS.

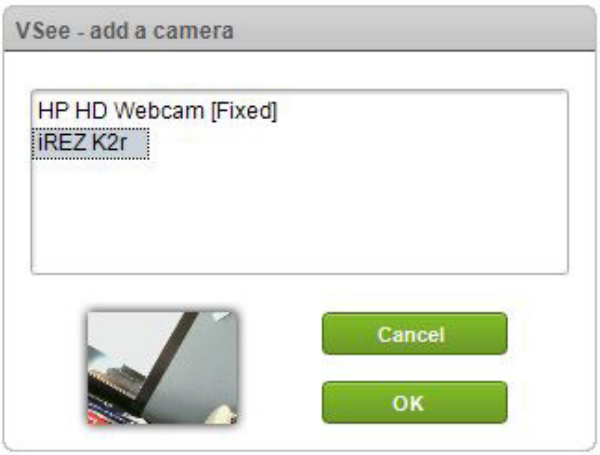
If EasyShare detects there is not enough bandwidth and or CPU it will decrease the video resolution to accommodate the lack of bandwidth or CPU.

Adding Another Video Source

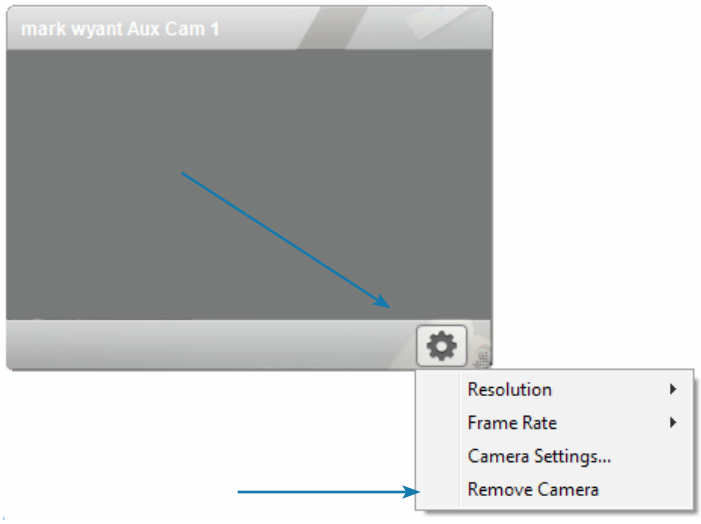
When in a video call you can add another video source at any time. This allows you to share two video sources at once. To add another video source, click the settings button on your video screen. Then select **Add Another Camera.** This will launch the add a camera window, showing all available video sources. Select the video source you want and click **OK**.



Note: USBLive can only be used as a single source.



To remove the secondary video source, click the settings button and select **Remove Camera**.

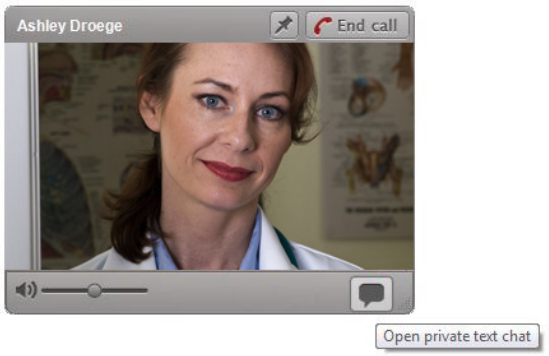


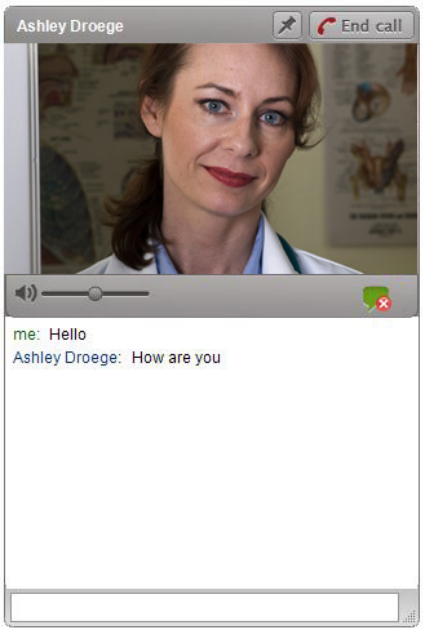
Chat Within a Video Call

To start a chat conversation click the chat icon on the video screen of the contact you want to chat with. This opens a private chat with that contact only.

You can close the chat window by clicking the chat icon again.

If you close and re-open the chat field you can clear your chat history.





Adding Another Contact to the Call

To add another contact to your video call, right click on their contact and select **Call**.
This will add them into the video call. either side of the call can add other contacts to the call.

Content Sharing

To share a program on your computer with those in the video call, select the program window you want to share. Next click the green **Share** button on the top of the window you want to share.

When a document is being shared you will see this bar on the top and a orange border around the window.

To unshare the window click the **Unshare** button on the green bar on the window. The orange border and green bar will now disappear.

Those in the call with you will see a similar bar on the window you are sharing.

When you share a window, those in the call can take remote control of the window by clicking **Take Remote Control.** This allows those in the call to edit a document or run a program you are sharing. This can be also helpful when needing remote help.

You can disable the ability of far end remote control by clicking **Disable Control.**

Both sides of the video call, when sharing a window, can use the **Pen** and **Text** buttons to annotate over the shared windows. This allows either side to emphasize something on the window being shared.

Sending a Document

With EasyShare2 you can easily send files to those in your video call. To send documents simply drag the document you want to send, to the video screen of the contact to whom you want to send it. This allows you to send a document to an individual and not call all participants when in a multipoint call. When a document is sent to you, it will show up in the video screen of the contact who send it. To save the file, right click on the file, or drag it to where you want to save it.

Sending a File

Receiving a File

Using Far-End Camera Control

EasyShare allows for far end camera control with supported cameras. Camera control is currently validated with the iREZ 5770 camera offered by GlobalMed.

To pan and tilt the camera, left click and drag left, right, up or down on the video screen of the camera you want to control. If the camera is able to be controlled, your curser will change to a hand when you hover over the video screen. The camera moves in reverse of the direction you drag.

To zoom in, right click on the video screen of the camera you want to control. Movement towards the top of the screen, zooms in, and movement towards the bottom of the screen, zooms out. If the camera supports remote zoom, your curser will change to a magnifying glass when you right click.

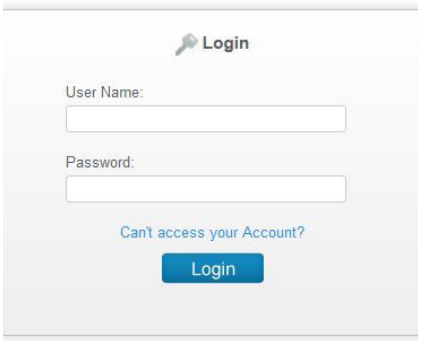
Camera control can be performed on either side of the call as long as the controlled side has a supported camera with camera control ability.

Support and FAQ

Q. How do I reset my password?
A. To reset your password click **Change Password** in the top right corner of the main dashboard.
Type in your existing password and the new desired password and click **Change Password**; your password is now changed.

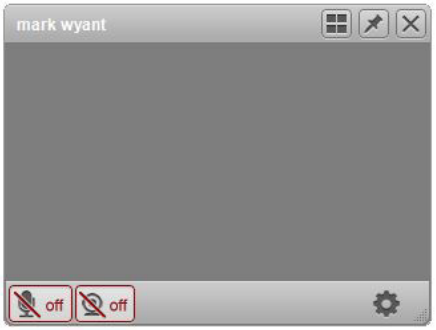
Q. I can't remember my password, how can I log in?
A. If you have trouble accessing your account, click **Can't Access Your Account?** on the login screen.

This will prompt you to type in your user name to reset your password. If you cannot remember your user name, contact your administrator.

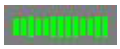


Q. Why is the video screen grey and my camera feed not visible?

A. A grey video screen as shown below means the video has been hidden. To un-hide the video click the Hide Video button on the video screen.



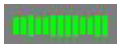
Q. I can't hear any audio from the other end of the call.

A. If the other end of the call is transmitting audio you will see a green mic indicator on their video screen as shown here. 

If you do not see this indicator then the other end is not transmitting audio and their microphone may be muted. You can use the chat feature to communicate to the other end.

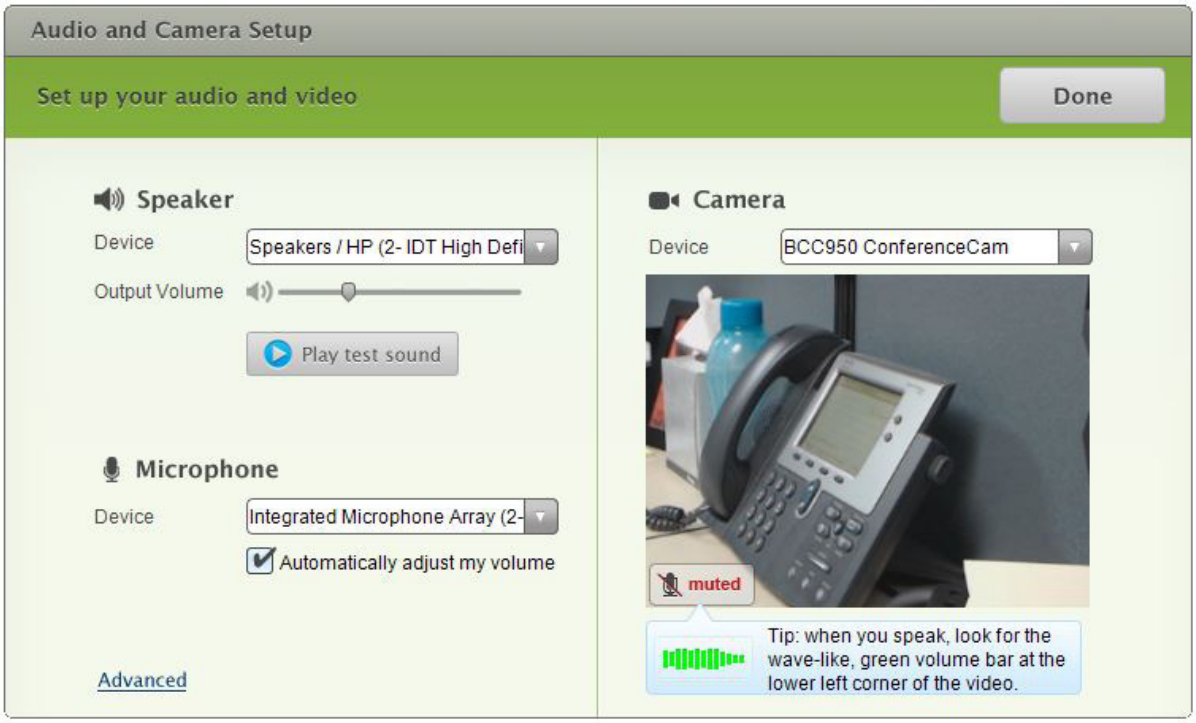
Click this chat icon to start a private chat with that contact.

If their microphone is not muted and you do see a microphone indicator, check to make sure your speakers are turned on. You can also check in the settings that you have the correct speaker selected.

Q. The other end of the call cannot hear me.
A. Check to see if you are transmitting audio. If you are you will see a green mic indicator on your video screen. 

If you do not see this indicator click the settings button on your video screen.

Click **Audio and Camera Setup.** This will launch the audio and video set up window. Ensure you have the correct microphone selected.



Warranty Information

GlobalMed provides a standard one-year warranty on all of its products.

GlobalMed's hardware and software products come with a one-year limited warranty. Products that become defective during the first year (365 days) after the order is shipped ("Original Warranty Period") will be repaired or replaced by GlobalMed free of charge. This limited warranty is contingent upon proper use of the product and does not cover products that have been damaged (scratches, bent metal, broken components), misused, modified, or subjected to unusual physical or electrical stress. The customer must obtain an official Return Material Authorization ("RMA") from GlobalMed prior to shipping any products to GlobalMed for repair or replacement. The customer must include all original components, literature, and packaging in the same salable condition received to avoid any additional charges. All returns for any other reason must be made within the first 30 days from time of shipment, and will be subject to a 25% restocking charge.

In addition to the standard one-year warranty, various components may have a manufacturer's warranty that may extend the warranty period of the individual components.

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